

Re: Companyweb not available / Server application unavailable

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg03461.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Fri, 21 Apr 2006 08:34:53 GMT
-

Hi Wesley,

Thanks for your update.

From the current situation, we may need to restore OWA as following: in

IIS, expand Default Web Site and double check if these directories exist.
If they exist, please remove them:

- EXCHANGE
- EXCHWEB
- PUBLIC
- EXADMIN
- OMA
- (Do not remove EXCHANGE-OMA)

In IIS, select Web Sites, and note the "Identifier" for Default Web Site displayed on the right pane.

Then, enable real time editing of the metabase in IIS admin, for this:

1. Open Properties on the server object.
2. Check the box "Enable direct metabase edit".
3. After this, open Windows Explorer and navigate to the following directory: %SystemRoot%\System32\inetsrv.
4. Edit metabase.xml (make a backup first) with notepad and navigate to the following section: /LM/DS2MB/HighWaterMarks.
5. Set the Value="207778" to zero or delete it. This value will be located in a string value like the following (The value may be different):

```
/LM/DS2MB/HighWaterMarks/{79F81D41-A652-4375-85F0-41A16037CC85} >  
<Custom  
Name="UnknownName_61472"  
ID="61472"  
Value="207778" <----- Set this to "0"  
Type="STRING"
```

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```
UserType="IIS_MD_UT_SERVER"  
Attributes="NO_ATTRIBUTES"
```

If the "Identifier" for Default Web Site is not "1", replace all instances of the identifier with 1, i.e., if the "Identifier" for Default Web Site is 998577302, find all instances of 998577302 and replace it with 1.

6. Alternatively, you can use Metaedit to make these changes.
7. Save the file.
8. Run "IISRESET" and then re-start the MsExchangeSA service.

The deleted virtual directories should get re-created after a few minutes from the information that Exchange keeps in Active Directory.

You can also try to restore the following folders through recreating these folders in IIS and set the correct path for them as following:

```
Backup (C:\inetpub\Backup)  
Monitoring (C:\inetpub\monitoring)  
Remote (C:\inetpub\Remote)
```

For companyweb, you can refer to the following KB articles:

829112 How to back up and restore <http://companyweb> data in Windows Small Business Server 2003
<http://support.microsoft.com/?id=829112>

829114 How to remove and how to install the Windows Small Business Server 2003 SharePoint Services Companyweb Web site
<http://support.microsoft.com/?id=829114>

If it does not work, the best way should be restoring the IIS settings from the backup. If you do not have backup, you may need to back up your server and then follow KB article 887305 to reinstall IIS:

887305 How to reinstall Internet Information Services 6.0 in Windows Small
<http://support.microsoft.com/?id=887305>

This can restore your Web sites without reinstalling your SBS 2003 server.

Additional information:

Backing Up and Restoring Windows Small Business Server 2003
<http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.msp>

Hope this helps.

Please feel free to let me know if you have any questions or if you need further assistance.

I'm looking forward to hearing from you.

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Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

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=====
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<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

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Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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| From: "Wesley" <chanwes(no spam)@hotmail.com>
| References: <#077yL3YGHA.2136@xxxxxxxxxxxxxxxxxxxxxx>
<LLHcp9CZGHA.1232@xxxxxxxxxxxxxxxxxxxxxx>
<#ahg2JDZGHA.428@xxxxxxxxxxxxxxxxxxxxxx>
<Eof#BWDZGHA.932@xxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Companyweb not available / Server application unavailable
| Date: Thu, 20 Apr 2006 15:20:40 -0400
| Lines: 265
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
| X-RFC2646: Format=Flowed; Original
| Message-ID: <#upeF#KZGHA.1200@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs

Re: Companyweb not available / Server application unavailable

Re: Companyweb not available / Server application unavailable

| NNTP-Posting-Host: 15.228.170.29
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:262021
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| All I did yesterday was running "aspnet_regiis -ir" and now, all the asp
| does not work anymore. The OWA web show up as a bunch of folders, instead
| of
| GUI. How can I roll back?

| ""Crina Li"" <v-crinal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:Eof%23BWDZGHA.932@xxxxxxxxxxxxxxxxxxxxxx

| > Hi Wesley,

| >

| > Thanks for your update.

| >

| > It is my pleasure to work with you in this post. If you encounter any
| > difficulties in the future, please do not hesitate to let me know. We

are

| > glad to be of the assistance.

| >

| > Again, thank you for using Microsoft newsgroup. Have a nice day. :)

| >

| > Best regards,

| >

| > Crina Li (MSFT)

| >

| > Microsoft CSS Online Newsgroup Support

| >

| > Get Secure! – www.microsoft.com/security

| >

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|> | From: "Wesley" <chanwes(no spam)@hotmail.com>
|> | References: <#077yL3YGHA.2136@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | <LLHcp9CZGHA.1232@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: Re: Companyweb not available / Server application unavailable
|> | Date: Thu, 20 Apr 2006 00:25:28 -0400
|> | Lines: 163
|> | X-Priority: 3
|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> | X-RFC2646: Format=Flowed; Original
|> | Message-ID: <#ahg2JDZGHA.428@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host:
|> | cpe00a0d1d0005b-cm0014f8c660ba.cpe.net.cable.rogers.com 72.56.43.26
|> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:261793
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> | Thanks for the assistance. I have tried the suggested before, except
|> | CEICW

|> | or the re-install. I will try those before next weekend.

|> | ""Crina Li"" <v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
|> | <news:LLHcp9CZGHA.1232@xxxxxxxxxxxxxxxxxxxxxxxx>

|> |> Hi Wesley,

|> |> Thank you for posting in SBS newsgroup.

|> |> From the description, I understand that you received ASP error
|> |> event 5

|> |> from

|> |> the application log and you receive "Server Application Unavailable"

|> |> when

|> |> you access companyweb, remote, backup, monitoring and reporting.

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Based

|> on

|> |> my research, this problem is probably caused by the NTFS permissions.

|> |> Please double check the following steps to see if the problem can be

|> |> resolved. I also have seen the shorter version of those steps solve

|> the

|> |> same issue.

|> |>

|> |> You may try the following steps to resolve the issue:

|> |>

|> |> 1. Add ACLs listed in 332097:

|> |>

|> |> 332097 IIS 6.0: DC PROMO Does Not Retain Permissions on Some IIS

|> Folders

|> |> <http://support.microsoft.com/?id=332097>

|> |>

|> |> 2. Add the same ACLs for the NT AUTHORITY\NETWORK SERVICE account as

|> those

|> |> listed for the IIS_WPG group in the resolution section of 332097.

|> |>

|> |> Here is a shorter version of those steps:

|> |>

|> |> 1. Add the NT AUTHORITY\NETWORK SERVICE account to

|> |> C:\WINDOWS\Help\iisHelp\common with "Read and Execute," "List Folder

|> |> Contents" and "Read".

|> |> 2. Add the NT AUTHORITY\NETWORK SERVICE account to

|> |> C:\WINDOWS\system32\inetsrv\ASP Compiled Templates with Full

Control.

|> |> 3. Add the NT AUTHORITY\NETWORK SERVICE account to C:\WINDOWS\IIS

|> |> Temporary

|> |> Compressed Files with Full Control.

|> |>

|> |> Also please check the following:

|> |>

|> |> 1. Make sure IIS_WPG, Local Service and Network Service accounts

have

|> Read

|> |> & Execute, List Folder Contents, and Read permissions to

|> |> C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322.

|> |> 2. Ensure IIS_WPG, Local Service and Network Service accounts have

|> Full

|> |> Control permission to

|> |> C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\Temporary ASP.NET

Files.

|> |>

|> |> Run "iisreset" if you make any changes and then check if the issuer

|> still

|> |> occurs.

|> |>

|> |> Also please refer to the following KB articles:

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|> |>
|> |> 842493 You receive a "Service Unavailable" error message when you
|> browse
|> |> an
|> |> IIS 6.0 Web page on a Windows Server 2003–based domain controller
|> |> <http://support.microsoft.com/default.aspx?scid=kb;EN-US;842493>
|> |>
|> |> 823379 You receive a "Server Error in '/' Application. Access to the
|> path
|> |> <path> is denied" error message when you log on to Windows
SharePoint
|> |> Services
|> |> <http://support.microsoft.com/default.aspx?scid=kb;EN-US;823379>
|> |>
|> |> If the issue still occurs, you can try to rerun CEICW to see how
thing
|> |> goes. If it does not help, you may need to try to reinstall intranet
|> |> component. The operation will not affect the other application.
|> |>
|> |> Hope this helps.
|> |>
|> |> Please feel free to let me know if you have any questions or if you
|> need
|> |> further assistance.
|> |>
|> |> I appreciate your time and look forward to hearing from you.
|> |>
|> |> Best regards,
|> |>
|> |> Crina Li (MSFT)
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|> |> Get Secure! – www.microsoft.com/security
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|> |> | From: "Wesley" <chanwes(no spam)@hotmail.com>
|> |> | Subject: Companyweb not available / Server application unavailable
|> |> | Date: Wed, 19 Apr 2006 01:34:35 -0400
|> |> | Lines: 23
|> |> | X-Priority: 3
|> |> | X-MSMail-Priority: Normal
|> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> |> | X-RFC2646: Format=Flowed; Original
|> |> | Message-ID: <#077yL3YGHA.2136@xxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> | NNTP-Posting-Host: firewall.murphyhilgers.com 64.26.186.115
|> |> | Path:
|> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
|> |> | Xref: TK2MSFTNGXA01.phx.gbl
|> |> | microsoft.public.windows.server.sbs:261408
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> |> |
|> |> | The companyweb, remote, backup, monitoring and reporting asp
portal

|> are
|> |> all
|> |> | malfunction after the weekend. The page comes with the big red
word

